## QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

The following schedule outlines the Government's plan for ensuring contract performance; including maximum deductions which may be taken should deficiencies be found for the noted services. The Government shall, at its option, require corrective action or take a deduction from the monthly invoice. The contractor will be notified of any discrepancies found, and shall have an opportunity to respond to the deficiencies. The Government has the right to inspect services at any time. Any random inspection shall take into consideration the normally scheduled times and frequencies required for service performance. The Contractor is entitled to a joint monthly inspection each month. The Contractor shall coordinate with the Contracting Officer's Representative (COR) when a joint inspection is needed. The COR also may initiate a joint inspection, which will be coordinated with the Contractor Quality Control Representative or his/her designee.

Upon request the COR is entitled to review the results of the contractor's quality control program and internal inspections.

REQUIRED SERVICE	PERFORMANCE STANDARD	ALLOWABLE DEVIATION	METHOD OF SURVEILLANCE	MAXIMUM DEDUCTION FOR DEVIATION
Remove Waste	Accomplish per specifications and frequency schedule	2 defects per month	Random Sampling	6%
Wash Wastebaskets	Accomplish per specifications and frequency schedule	None	Random Sampling	2%
Low Cleaning	Accomplish per specifications and frequency schedule	2 defects per month	Random Sampling	5%
High Cleaning	Accomplish per specifications and frequency schedule	2 defects per month	Random Sampling	5%
Spot Clean Woodwork, Walls and Partitions	Accomplish per specifications and frequency schedule	2 defects per month	Random Sampling	5%
Clean Light Fixtures	Accomplish per specifications and frequency schedule	None	Random Sampling	3%
Sweep Floors, Hallways and Stairs	Accomplish per specifications and frequency schedule	3% of area swept	Random Sampling	5%

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	Accomplish per	20/ of one		
Eloon.	specifications and	3% of area maintained	Dandom Camplina	20/
Floor	frequency	maintained	Random Sampling	8%
Maintenance	schedule			
	Accomplish per			
) ( Fi	specifications and	204 6	D 1 0 1	604
Mop Floors	frequency	3% of area	Random Sampling	6%
	schedule	mopped		
	Accomplish per			
	specifications and	3% of carpeted		
Vacuum Carpet	frequency	area	Random Sampling	6%
	schedule			
	Accomplish per			
	specifications and	1% of carpeted		
Shampoo Carpet	frequency	area	100% Inspection	5%
	schedule			
Clean/Refill	Accomplish per			
Restroom	specifications and			
Dispensers	frequency	3 defects per	Random Sampling	7%
	schedule	month		
	Accomplish per			
Clean Restroom	specifications and			
Fixtures and	frequency	3 defects per	Random Sampling	8%
Floors	schedule	month	1 0	
	Accomplish per			
Wash Restroom	specifications and			
Walls and Doors	frequency	3 defects per	Random Sampling	5%
	schedule	month	1 0	
	Accomplish per			
	specifications and			
Glass Cleaning	frequency	3 defects per	Random Sampling	2%
	schedule	month		
	Accomplish per			
	specifications and			
Wash Windows	frequency	None	100% Inspection	8%
Wash White	schedule	Tione	10070 Inspection	070
	Accomplish per			
	specifications and			
Clean	frequency	None	100% Inspection	3%
Refrigerators	schedule	110110	10070 Hispection	370
Remgerators	Accomplish per			
	specifications and			
Clean Microwaves	frequency	None	100% Inspection	3%
Cican wilciowaves	schedule	TAOHE	100% mspection	3 /0
	Accomplish per			
Clean	specifications and	None	1000/ Inamastica	20/
Clean	frequency	None	100% Inspection	2%
Oven/Range	schedule			

Clean Counters, Sinks and Fixtures	Accomplish per specifications and frequency	1%	Random Sampling	4%
	schedule			
	Accomplish per			
Entrance/Entrance	specifications and			2%
mats maintenance	frequency	1 defect per	Random Sampling	
	schedule	month		